



SECTION:	PUBLIC WORKS
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ATTACHMENTS:	USPS Guidelines C.O.W. Inspection
REVISION DATE:	March 2000 September 2002 February 2007 July 2007 October 2021

ADMINISTRATIVE POLICY

TITLE: **MAILBOX DAMAGE DURING SNOW REMOVAL OPERATIONS**

During snow removal operations, mailboxes and/or posts may be damaged by a City of Woodstock plow truck, piece of equipment, or a contractor removing snow on the City's behalf. The purpose of this policy is to establish guidelines to be used by the City for the repair and/or replacement of mail boxes and/or posts that have been damaged by the City during snow removal.

PROCESS:

Notification of a broken mailbox and/or post must be provided to the Public Works Department at 815-338-6118 or via email; PWDept@woodstockil.gov within 10 days of damage for evaluation. Notice triggers a Customer Service Request (CSR), and the route driver or designee will inspect the mailbox for damage consistent with City equipment. If the damage was caused by City operations, the City will repair or replace with a standard-style mailbox. If a repair or standard replacement is not desired, there is an option for a one-time \$75.00 reimbursement with pre-approval from Public Works.

FALL INSPECTIONS – INTEGRITY AND PLACEMENT CHECKS:

In the fall, route drivers will check mailboxes for proper setbacks and previous damage, repairs, or rotting. The mailbox and post assembly should be sturdy enough to sustain snow load from routine plowing. Drivers will leave an inspection form in any mailbox that is too close to the road, appears to need extensive repairs, and/or has structural concerns. These letters are to inform the resident that their mailbox is out of regulation or in disrepair and will not qualify for replacement should they be damaged during normal plowing operations. See the USPS attachment for guidelines.

ACTIONS LIMITED TO DAMAGE RESULTING FROM CITY OPERATIONS:

The City of Woodstock is not responsible for the repair and/or replacement of any mailbox or post unless the damage was a result of the City's snow removal operations. Damage caused by private contractors, private vehicles, accidents that do not involve a City vehicle, or from unknown damage will not be repaired by the City.



Public Works Department
Christina Betz, Director
www.woodstockil.gov

326 Washington Street
Woodstock, IL 60098
phone 815-338-6118

FALL MAILBOX INSPECTION – INTEGRITY AND PLACEMENT CHECK

Dear Resident –

During a preseason inspection by our snow route drivers, an operator noticed that your mailbox does not meet USPS guidelines and we would like to bring it to your attention. The driver observed one or more of the conditions below:

- ☐ Post is too close to road
- ☐ Post is too low to road
- ☐ Post is in poor condition
- ☐ Mailbox is not secured to post
- ☐ Mailbox has existing damage

We want to bring this to your attention not only as a courtesy to the USPS, but also to help with winter operations and our plow drivers.

You can choose to take no action and you will continue to receive mail. The conditions noted do however, affect your ability to qualify for a replacement mailbox or reimbursement in the chance a City plow damages your mailbox this winter. You can make the repairs/adjustments to your mailbox using the attached guide on the back of this mailer, and respond to us using this same form to have your residential property removed from the inspection list. A non-response to this letter will result in the City assuming you will take no action and remain with your mailbox/post in an as-is condition.

I have –

- ☐ Moved post in accordance with USPS guidelines
- ☐ Replaced / Repaired my post
- ☐ Re-secured mailbox
- ☐ Replaced damaged mailbox
- ☐ *Chosen to take no action – I know my mailbox does not meet the guidelines and will not qualify for replacement or reimbursement*

Mail – Email – Call – Fax

Woodstock Public Works
326 Washington Street
Woodstock, IL 60098
pwdept@woodstockil.gov
Call 815-338-6118

Fax 815-334-2263



Public Works Department

Christina Betz, Director
www.woodstockil.gov

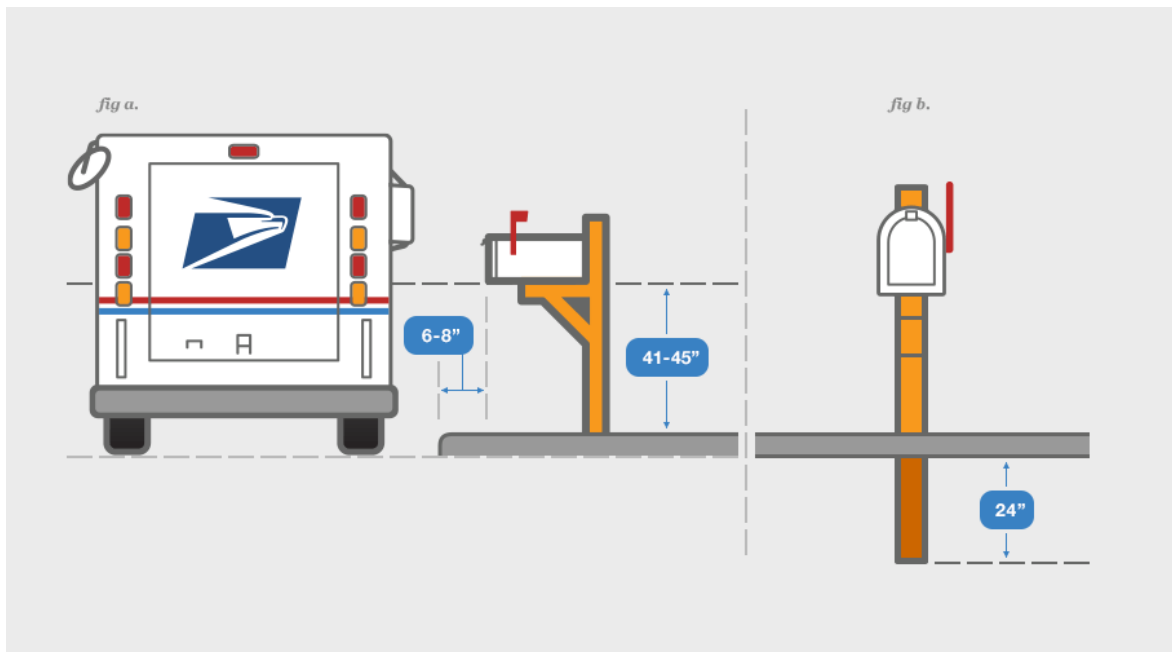
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Where to Place the Mailbox – From the USPS

<https://www.usps.com/manage/mailboxes.htm>

Here are some helpful guidelines to follow when placing your mailbox:

- Position your mailbox 41" to 45" from the road surface to the bottom of the mailbox or point of mail entry.
- Place your mailbox 6" to 8" back from the curb. If you do not have a raised curb, contact your local postmaster for guidance.
- Put your house or apartment number on the mailbox.
- If your mailbox is on a different street from your house or apartment, put your full street address on the box.



Installing the Mailbox Post

The best mailbox supports are stable but bend or fall away if a car hits them. The Federal Highway Administration recommends:

- A 4" x 4" wooden support or a 2"-diameter standard steel or aluminum pipe.
- Avoid unyielding and potentially dangerous supports, like heavy metal pipes, concrete posts, and farm equipment (e.g., milk cans filled with concrete).
- Bury your post no more than 24" deep.



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POST-EVENT MAILBOX INSPECTION FORM

Dear Resident –

During the recent snow event your mailbox was damaged. Upon inspection of your mailbox it was determined that:

- ☐ Damage was caused by an improperly installed mailbox
 - ☐ Height too close to curb
 - ☐ Distance too close to curb
- ☐ Mailbox/Post in poor condition

If any of the boxes above are checked, due to pre-existing conditions of your mailbox, you are responsible for the full repair of the box. The City cannot be responsible for damage resulting from improper installation or conditions.

- ☐ Damage was caused by the plow or City equipment
 - ☐ A temporary box has been left for spring repairs
 - ☐ Box needs to be replaced
 - ☐ Post needs to be replaced
 - ☐ Repairs have been made

The City will replace your box/post with a standard product. This consists of a metal mailbox and a wooden 4x4 post. The approximate value of this full replacement is \$75.00.

You may elect to replace the box and post yourself and be reimbursed the full replacement cost. This must be evaluated and pre-approved by the City. Any costs above and beyond the \$75.00 reimbursement will be the sole responsibility of the homeowner.

Please select your desired option below and mail, email, or call Public Works to confirm your desired actions:

- ☐ I would like a new mailbox
- ☐ I would like a new post
- ☐ I would like a one-time reimbursement of \$75.00
- ☐ I am satisfied with the repairs made to my existing box

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